

[REDACTED]
Baltimore, Maryland
[REDACTED]

Complaint #11298053

CL-11298053-6639

January 15, 2020

I filed a complaint regarding my 2018 Audi Q5 on line on January 8, 2020 with National Highway and Safety Administration. My VIN number is: WA1BNBFY7J [REDACTED]

The Audi Pre Sense appears to be sensitive to rain, shadows, and small objects on the road. On Saturday, January 4, 2020, I was driving home from DC on I-95 in the far left lane on the approach to I-695 at 65 miles an hour. My car came to a sudden stop with my seatbelt slamming me into my seat and head rest. There was nothing on the road, but it was raining. The dashboard turned black with an Audi Red pre Sense insignia on it. I was very lucky that no one was behind me on this highway which is usually full of traffic moving at a fast pace. I had to pull off to the shoulder of the road to compose myself as this was a frightening situation. This failure of this safety feature could have caused a multi car pile up on I-95.

I took my car to the dealer on Monday, January 6, 2020 and they checked out my car and turned down the sensitivity of the system. The mechanic told me that it happened to him when he moved another car and it scared him to death. He also told me that the service department manager took a car for a test drive on the highway for a customer who had the same problem and it happened to him. He had trouble holding on to the steering wheel in order to regain some control over the car. They have notified Audi about the problem.

I have also notified Audi (case# [REDACTED]) about the incident. I asked if the system could be disconnected from the car. They stated that it cannot be removed because it is an integral part of the car. Everyone at the dealer and Audi were very nice, but they could not provide any solution to the problem other than lowering the sensitivity of the system. I am afraid to take the car back on the highway, but I have started driving locally.

On January 14, 2020, I was backing out of my parking space at the post office, and it happened again, throwing me forward and slamming me back into my seat. This time I wasn't on the highway moving at a high speed. The only common factor between these 2 events was the weather. It was raining again! This car is my only means of transportation and I am worried not only about my own safety, but also about the safety of others who may be driving near me when this happens.

Is there any way to fast track a recall to find a fix for this problem before there are catastrophic injuries caused by this "safety feature". Time is of the essence.

Thank you.

E-mail: [REDACTED]
Phone: [REDACTED]
Cell: [REDACTED]

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WJ

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